

ABSTRACT OF THE DISCLOSURE

A method of operating a communications system such that connections supporting a communications session being run on a first terminal (1) may be diverted to a second terminal (2) such that the session may be continued on the second terminal comprises the steps of creating a user profile on a server device (3), the user profile identifying a plurality of terminals (1,2) , generating from the user profile a set of parameters defining a virtual terminal (12, 22), storing, as parameters of the virtual terminal, details of a current communications session (11) made using a first terminal, on instruction from one of the user terminals (1, 2), diverting the routing of a communications connection supporting the session from the first terminal (1) to a second terminal (2), and transferring the details of the current session (11) to the second terminal for use in continuing the session. This process allows a user to continue a session on a second terminal if it becomes more convenient to do so, rather than having to start a new session and potentially losing any information obtained whilst using the first terminal.